



UI Help (FAQs & Tips)
www.TompkinsWorkforceNY.org
607-272-7570

UI FAQ Page: <https://www.labor.ny.gov/ui/faq.shtm>

If you file online for Unemployment Insurance, read all questions carefully; it is recommended that you read questions out loud. **If you file by phone**, listen carefully to the wording of questions before answering. It is recommended in both cases that you have a calendar near you.

If filing by phone, mute microphone and sit someplace very quiet (a closet or alone in your car). Try to use buttons whenever possible, instead of voice recognition.

If filing online, remember that creating an NY.GOV ID is not the same thing as filing for UI. You must have a NY.GOV ID to file a UI claim.

Once you have FILED your UI claim, do not forget to CLAIM weekly benefits when and as directed.

NYS DOL representatives will call you if (1) you have a partially-complete claim OR (2) they need more information from you regarding your claim. If your claim is pending, you will NOT receive a call unless they need more information. Instead, NYS DOL will provide updates on your UI/PUA claims through email, two-way communication and/or mail.

PUA offers Unemployment Insurance Benefits for people who are not typically eligible for UI (like self-employed individuals or farmers, for example). You only need to apply for UI benefits to find out if you're eligible for PUA. You only need to be eligible for UI or PUA to also be eligible for a 13-week extension of UI or Pandemic Unemployment Compensation (PUC), which is an extra \$600 a week, available until 7/31/2020), Economic Impact Payments (EIP) are not related to UI and are being managed by the IRS. Please visit irs.gov to learn more, file for the EIP if you need to, and check your payment status.

Look in the UI Handbook for copies of any forms you may be asked to complete, learn more about calculating benefits in general, and impact of certain circumstances:

<https://labor.ny.gov/ui/claimantinfo/Claimant%20Handbook%20-%20Languages.shtm> **YOU ARE LEGALLY OBLIGATED TO READ THIS HANDBOOK IF YOU FILE A CLAIM. YOU ARE HELD ACCOUNTABLE AS THOUGH YOU READ THE HANDBOOK IF YOU FILE A CLAIM.** Helpful fact sheets can be found at <https://www.labor.ny.gov/formsdocs/ui/claimant-forms-and-publications.shtm>.

The benefit calculator can help you to estimate your weekly UI benefits:

(<https://labor.ny.gov/benefit-rate-calculator/>) The rule of thumb is: if you have been working for the same employer for the last 18 months, been working (on average) and earning the same amount each pay period, plan for ½ your usual weekly earnings + \$600 (Currently only available through 7/31/20), but not more than \$1104 a week.) If you want to have taxes withheld, multiply that amount by .875. Be aware that MOST to all of your UI may be subject to garnishment for child support, back taxes, etc. To change that, you will need to make arrangements with the relevant authority (IRS, Child Support, etc.) If you owe forfeit days from a previous claim, they are still being applied.

How do I create an NY.GOV ID?

You can see step-by-step instructions online at <https://www.labor.ny.gov/ui/claimantinfo/pdf/guide-3.pdf>.

These instructions assume that you don't have an NY.GOV account for another state agency

If you already have an NY.GOV ID, but haven't used it for UI before <https://www.labor.ny.gov/ui/claimantinfo/pdf/guide-4.pdf>

If you have a claim for Unemployment already, but want to set up an NY.GOV ID now <https://www.labor.ny.gov/ui/claimantinfo/pdf/guide-6.pdf>

Other situation-specific guides <https://applications.labor.ny.gov/IndividualReg/>

I can't create/log in to an online account.

1. Try the forgot my username (<https://my.ny.gov/FUIDV3/fuid.xhtml>) and password (<https://my.ny.gov/FPSV3/fps.xhtml>) tools

2. Email jobzone@labor.ny.gov. Send:

Your full name

Your email address

Your date of birth

Your current phone number

The last 4 digits of your social security number

A description of the problem

Be sure to answer your phone when it eventually rings-even if it's a private number.

The system says that my PIN or Mother's Maiden Name is incorrect.

To reset your PIN, you will need to contact the Telephone Claims Center. If the issue is your Mother's Maiden name, common mistakes that come up include:

Accidentally using her married name

Using her full name

You could try using those variations on her name. If that doesn't work, you will have to contact the Telephone Claims Center. In both cases, call 888-209-8124 and follow the prompts for PIN changes (language, main menu, if you forgot your PIN or wish to set a new one).

I was told that I would get a call back to finish my claim and I haven't heard back.

NYS employees are making callbacks as quickly as possible. Calls are happening any day of the week. If you get a call from 518-704-2704 or a blocked/private number, pick up. Because representatives are working remotely, incoming calls may appear as restricted/private. Remove blocked call filters.

How do I claim weekly benefits?

Refer to this step-by-step process on how to claim your weekly benefits online:

1. Go to www.labor.ny.gov/signin.
2. Enter your NY.gov username and password.
3. Click the "Unemployment Services" button on the My Online Services page.
4. Then click "Claim Weekly Benefits" and follow the instructions.

Note: If you have a service that makes your internet address anonymous, please turn it off when claiming weekly benefits. Otherwise, your certification may be blocked.

Don't want to claim/certify online? The Telephone Claim Center is available toll-free during business hours to file a claim. Call 888-581-5812.

When I try to claim benefits, I get told I have to call the Telephone Claims Center first.

Call 888-209-8124 and follow prompts to ask a question about a claim you have already filed (language, main menu, ask a question about a claim you already filed, SSN, confirm, PIN, all other questions, status of claim) OR

Use the online system to send an email through the two-way messaging system about the issue. See step by step instructions at <https://labor.ny.gov/formsdocs/ui/P837.pdf> if you are unfamiliar with the message center.

I've certified on an old claim and haven't received my benefits.

There may be a block on your claim because you went back to work and were reported as a new hire. Try calling 877-280-4541.

Can I work part time and still collect UI benefits?

If you are working less than 4 days a week and earning less than \$504 weekly, you may be eligible for partial Unemployment Insurance benefits.

Do I have to look for work?

Unless your employer has specifically indicated that you will be returning to work once it's allowable, you should be looking for work as mandated by the UI handbook.

When will I see my benefits?

It depends on why you are not working. In general, it takes two to six weeks from the time you file your claim to when you receive your first payment, because the Department of Labor has to review and process your application for benefits. You will not receive benefits during this time period. If you are found eligible, you will receive any back weeks of benefits owed with your first payment.

It can take up to 4 business days from the time you certify for UI to release funds. It can be another 1 to 2 days for your bank to make them available.

Where are my benefits?

Check your payment history by calling 888-581-8512 and following the instructions to inquire about your benefit payment status OR logging in with your NY.GOV ID, clicking on 'Unemployment Services' then, clicking on 'View Payment History'.

Be advised if you are receiving benefits on a direct payment card from Key Bank, it is often the case that the card arrives after your first benefit payment is released—the card shows up with money on it for most people.

During this time there are two things you should do:

- Complete and return any questionnaires and return any phone calls you receive from the Department of Labor right away (if you filed online, UI will likely send you forms to your online account's 2-way messaging system); and
- Continue to claim weekly benefits as long as you are unemployed and meet the eligibility requirements. If you are deemed eligible for benefits, any back weeks owed will be paid to you.

If payments have been released, follow up with your bank or KeyBank (www.Key2Benefits.com/NYSDOL OR (866) 295-2955) to make sure your benefits arrived; this can take up to 3 business days after the Department of Labor release your payment.

If NYSDOL has not credited your payment and the Telephone Claims Center has not contacted you in two weeks, you should call the telephone claims center by phone or through the 2-Way Messaging System. Continue certifying each week (if possible).